



QUALITY POLICY

Partheniou SA is a family run business, established in 1966. With many years of experience, responsibility, and hard work offer advanced mechanical services in construction and repair of machinery and equipment. The Company's strategic goal and commitment is to understand our current and future clients' needs, meet their requirements and strive to exceed their expectations.

To accomplish this, we are committed to:

- Developing high quality products and services competitively priced and environmentally sensitive that meet or exceed our customers' and other interested parties' expectations.
- Continuously improve our equipment, processes, methods and expertise.
- Developing and maintaining high level communication with our customers, suppliers, partners and other interested parties.
- Creating and maintaining a healthy working environment where people become fully involved in achieving our objectives and targets.
- Monitoring and satisfying applicable statutory and regulatory requirements.
- Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined, addressed and managed.
- Focus on enhancing customers and other interested parties' satisfaction is maintained.

In order to achieve this the company

- has developed, installed and implements a Quality Management System in accordance with the requirements of ELOT EN ISO 9001: 2015 and takes accountability for the effectiveness and the continuous improvement of the QMS
- Promote the use of a process approach and risk-based thinking
- Sets quality objectives and targets that are compatible with the context and strategic direction of the Company and provides all the resources needed for the effective QMS implementation; including training, support and encouragement.
- Communicate the importance of effective quality management implementation and encourage, engage and support all personnel's contribution to the effectiveness and continuous improvement of the QMS
- Routinely monitor, assess, evaluate and report performance in key activities and use the data collected to make informed and effective decisions on how to improve our processes.
- Review in an annual base the effectiveness of the Quality Management System of Indicators and Objectives and the Quality Policy itself, in order to achieve continuous improvement in its performance.

Partheniou Prodromos
General Manager
15/09/16